Province of British Columbia

Ministry of Provincial Secretary and Government Services

ANNUAL REPORT

1986/87

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Province of British Columbia

Ministry of Provincial Secretary and Government Services

ANNUAL REPORT

for the fiscal year ended March 31, 1987

ELWOOD N. VEITCH
Provincial Secretary
and Minister of Government Services

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May 27, 1988

His Honour Robert G. Rogers
Lieutenant Governor of British Columbia

MAY IT PLEASE YOUR HONOUR:

Herewith I respectfully submit the Annual Report of the Ministry of Provincial Secretary and Government Services for the fiscal year ended March 31, 1987.

Yours truly,

Elwood N. Veitch
Provincial Secretary
and Minister of Government Services

May 24, 1988

The Honorable Elwood N. Veitch
Provincial Secretary
and Minister of Government Services
Parliament Buildings
Victoria, B.C.

Sir:

I have the honour to submit the Annual Report of the Ministry of Provincial Secretary and Government Services for the fiscal year ended March 31, 1987.

Yours truly,

Melvin H. Smith, Q.C.
Deputy Provincial Secretary
and Deputy Minister of Government Services

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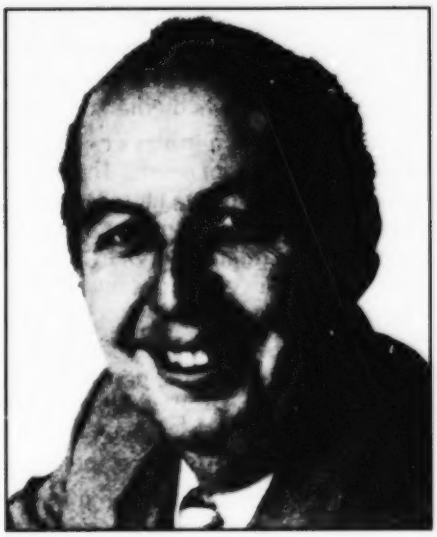
Deputy Minister's Report



On November 6, 1986 a major reorganization of the provincial government took place. In one of many changes, the Premier appointed the Honorable Elwood Veitch to be Provincial Secretary and Minister of Government Services. At that time, the ministry's responsibility was enlarged to include the Government Agents Branch, comprised of a headquarters staff and sixty-one Government Agents and their staffs around the province. The task of managing B.C.'s Government Agents is a major one, to which the government has added new commitments. Government Agents provide a host of services to the public for other ministries and agencies. They sell fishing licences and marriage licences, mineral claim tags and water testing kits. They accept payments for rural property taxes and medical services plan bills. They have application forms for apprenticeship training, family allowance, passports and water licences. They take affadavits, serve as strike vote observers, undertake company searches.

Government Agents play a unique role in many British Columbia communities. In smaller centres they are the public's primary, and in some cases, the only direct contact with the provincial government. Currently this ministry is bringing all government agent offices into the computer age to provide British Columbians with a single point of access to the government, a task slated for completion by the end of 1988.

Communications policy is another important responsibility transferred to this ministry in November, 1986. Through the Communications Programs Branch the government works to encourage the orderly development of British Columbia's technologies and industries in telecommunications, broadcasting and related fields. The branch is busy on a number of fronts in this exploding field: co-ordinating communications policy with the federal government, supporting the application of British Columbia's promising communications technologies and responding to the needs of consumers.

Air Services also joined the ministry in 1986. Its staff, piloting seven small aircraft, transport critically ill or injured patients to and from hospitals while efficiently providing transportation for ministers and senior officials where appropriate.

As a result of these organizational changes the ministry is a service ministry even more than before. It provides services to the other sixteen ministries in the provincial government, to public agencies and to the centre of government in Victoria. As this report shows, the ministry

managed government vehicles, provided air transport, provided for the printing needs of government, managed and stored records, equipped government offices with telephones, facsimile machines and other communications media, administered government's information services to news media and the public, and more.

Others of this ministry's twenty-five branches, its staff units, work with a diverse clientele to satisfy a variety of needs. These include the traditional and statutory responsibilities of the Provincial Secretary: matters of protocol, Government House and liaison with the office of the Lieutenant Governor, the machinery for conducting provincial elections. In the tradition of Provincial Secretary's services, the ministry co-ordinated the successful visit of Their Royal Highnesses Prince Charles and Princess Diana to open EXPO 86 and made other important contributions to the fair's success.

Another of the ministry's functions is of concern to government employees, who contribute to and draw from the pension funds administered by the Superannuation Commission. In 1986/87 the ministry was also responsible for management of all government personnel. Government Personnel Services Division concluded successful negotiations on government's behalf for three master agreements.

Annual reports open the ministry's performance to public scrutiny. I am confident this report will provide an easily-understandable account of the ministry's goals, activities and performance.

Melvin H. Smith, Q.C.,
Deputy Provincial Secretary
and Deputy Minister of Government Services

The Ministry of Provincial Secretary and Government Services

This section outlines the history and status of the ministry's mandate to provide goods and services to government and other duties.

History

This ministry supports one of the oldest offices in the B.C. government, that of Provincial Secretary. In the original colonies of Vancouver Island and British Columbia, the Colonial Secretary had the key role of validating the documents promulgated by the governor and his councils. Appointed by London, the Colonial Secretary kept the Great Seal of the Colony, the symbol of Royal authority. As registrar of all the government's official documents, he affixed the mark of the seal and made them legal. He also kept the minutes of the executive council, in those days appointed by the governor, and issued its orders-in-council. As archivist, he stored all these official documents for reference.

When British Columbia joined Confederation, the position of Colonial Secretary remained a key one. The *Constitution Act* of 1871 specified three officers on the Executive Council of British Columbia: Attorney General, Chief Commissioner of Lands and Works and Colonial Secretary. The name was soon changed to Provincial Secretary, its holder always an elected Member of the Legislative Assembly and responsible to it.

The duties of the Provincial Secretary were enumerated in the 1899 *Provincial Secretary's Act*. In addition to the familiar function of registering all "instruments of summons, commissions, letters patent, writs and other documents," the Provincial Secretary had been entrusted with the tasks of conducting provincial elections and of heading a tiny "civil service." As well, the Provincial Secretary was given what are called "residual" powers. These include all those assigned "by law or custom" to Provincial Secretaries anywhere in Canada, or assigned by "Act, Ordinance, Proclamation or Order in Council" to B.C.'s Colonial Secretaries.

Under this mandate, the Provincial Secretary has nurtured a host of programs, from economic development to public welfare. Many have since become established as full-fledged ministries, their ministers responsible to the Legislative Assembly.

Ministries Originating with the Provincial Secretary

Original Name	Year Est.	Current Name of Ministry
Mines	1899	Energy, Mines and Petroleum Resources
Labour	1917	Labour and Consumer Affairs
Industries	1919	Economic Development
Education	1920	Education
Health	1946	Health
Welfare	1946	Social Services and Housing

Responsibilities continue to originate with the Provincial Secretary, mature and be reassigned — like the programs supporting recreation and culture that were recently assigned to the Ministry of Tourism, Recreation and Culture. That ministry's relationship with the Provincial Secretary is longstanding. For a time in the 1970s this was the Ministry of Provincial Secretary and Travel Industry.

Providing services to government is another of the Provincial Secretary's traditional duties. Among the oldest are document printing (now the Queen's Printer) and the Provincial Archives. Many have moved — like the treasury, which joined the Department of Finance and Agriculture in 1873.

As the provincial government has grown in recent years, so have the ministry's services to government. The importance of these services was acknowledged and the ministry's present name adopted by the 1979 *Ministry of Provincial Secretary and Government Services Act.*

Mission and Clientele

During the fiscal year ending March 31, 1987, this ministry was charged with providing:

- a wide range of goods and services to government ministries and agencies,
- administrative and support services to the Legislative Assembly, Executive Council, and the Office of the Lieutenant Governor,
- the administrative framework for personnel management in the provincial public service,
- communication planning and approval for all government news releases, advertising and communications,
- services to the public and government in many communities through the electoral offices and Government Agents,
- the administration of nine public-sector pension plans and the employee benefit plan for the public service and Crown Corporation employees,
- public information through the management of archival records,
- the administration of lottery funds for public purposes.

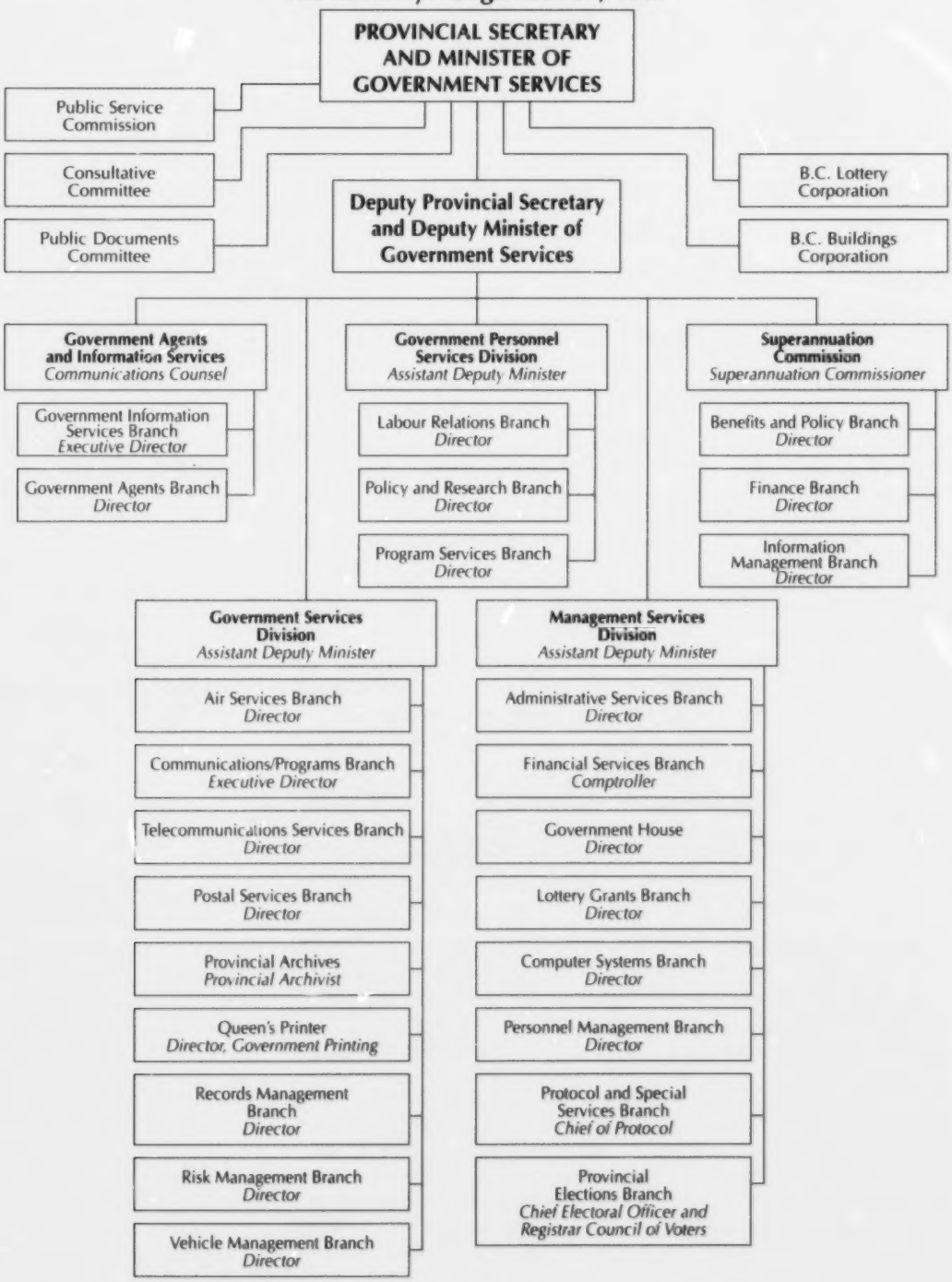
These mandates derive from the numerous statutes listed in Appendix I to this report. The ministry's overall mandate is based on the *Ministry of Provincial Secretary and Government Services Act of 1979.*

Organization

Because much of its service is to government operations, legislators, decision-makers and the Crown Provincial, this ministry is relatively centralized. All branches are based in Victoria. Three have field extensions: the Government Agents Branch, with public 61 offices province-wide; Postal Services Branch, with nine depots and sub-depots; and Vehicle Management Services Branch, with four regional offices.

After reorganization in 1986, the ministry comprised 25 branches. The directors of 20 branches reported to three Assistant Deputy Ministers. Three branches operated within the Superannuation Commissioner's office. Government Agents Branch director and Public Affairs Bureau executive director reported to the Communications Counsel.

The Ministry's Organization, 1987



These five senior staff positions report to the Deputy Provincial Secretary and Deputy Minister of Government Services, and together they form a committee that directs the ministry. The deputy reports to the Provincial Secretary and Minister of Government Services, a member of the government Executive Council and a Member of the Legislative Assembly.

The Minister is also responsible for the activities of the Public Documents Committee, a Consultative Committee and the Public Service Commission and for the operation of the British Columbia Lottery Corporation and B.C. Buildings Corporation.

Personnel

The Ministry had 1,138 full-time equivalent (F.T.E.) employees at the end of the reporting period, a gain of 165 from the end of 1985/86. Differences are net gains after reorganization and changes in employee status.

Ministry personnel in each branch are shown in Appendix II.

Ministry Staff by Program Area

	Full-time Equivalent (FTE) Employees	
	86/87	85/86
Minister and Executive	17	16
Provincial Secretary's programs	78	63
Administrative and Support Services	64	65
Government Services	452	289
Government Personnel Services and Public Service Commission	83	100
Government Agents and Information Services	337	56
Superannuation Commission	107	106
Cultural, Heritage, Recreation and Historic Resources, Legislative Support Services	—	278
Totals	1,138	973

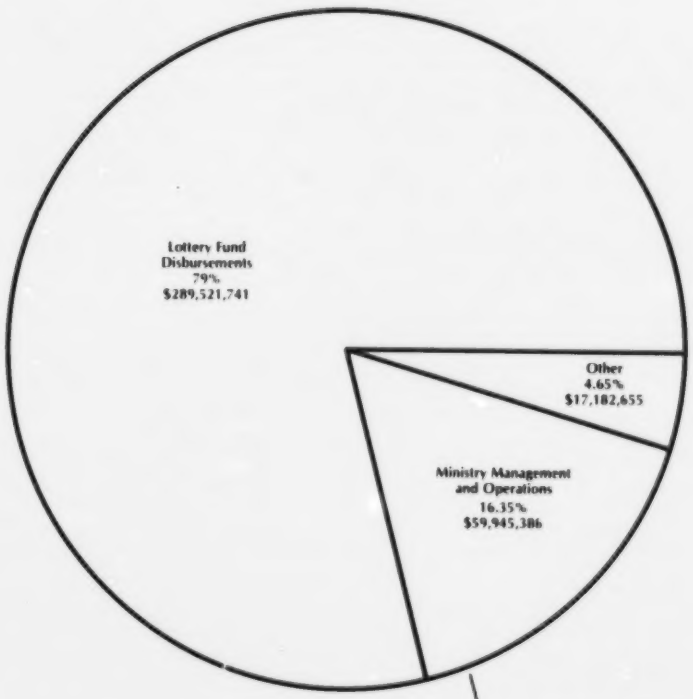
Financial Resources

The ministry's total expenditures for 1986/87 were $366,649,782, compared with an estimated $185,102,920. Transfers due to reorganization account for some of the difference. Extraordinary payments of $231,337,885 were made to EXPO 86 Corporation from the Lottery Fund, which the ministry administers.

Funding for programs and administration were by appropriation from general treasury. Some program costs were recovered, and expenditures shown were net of sales to other ministries. Lottery Grants,

Postal Services and Queen's Printer branches and the Superannuation Commission are $10 votes, their costs recovered from, repectively, the lottery fund and ministries, Crown corporations and agencies.

The following graph summarizes expenditures by program area. Appendix III details the ministry's expenditures for each program.



Ministry Management and Operations

• Minister's Office	$ 192,457
• Government Personnel Services	$ 5,497,668
• Government Information Services	$10,437,641
• Government Agents	$12,614,066
• Government Services	$12,912,665
• Administrative and Support Services	$11,993,179
• Provincial Secretary's Programs	$ 6,297,680

Provincial Secretary's Programs

The ministry provided services to the Crown Provincial and administered public grants on the authority of the *Ministry of Provincial Secretary and Government Services Act* and other statutes.

Government House

Staff of Government House, the official residence and office of the Lieutenant Governor of British Columbia, provide administrative support for the constitutional responsibilities of the vice-regal office, the chief executive position in the provincial government. Government House staff also co-ordinate the ceremonial, protocol, diplomatic and other activities of the Lieutenant Governor and the Chatelaine both in and away from Government House.

In 1986/87 Government House staff planned and staged events or ceremonies that were attended by more than 11,300 guests.

Government House played host to an unusually large number of distinguished visitors during the 1986 Vancouver World Exposition (EXPO 86). The most noted visitors were Their Royal Highnesses the Prince and Princess of Wales, who stayed a night in Government House.

Among the ceremonies at Government House were awards presentations for the Duke of Edinburgh's Awards, the Queen's Venturers, Big Brothers and Big Sisters of Victoria, the Order of St. John, the Minister of Environment and the Institute of Public Administration of Canada, Victoria Region Branch. A Police Honours Night recognized members of the Royal Canadian Mounted Police and municipal police departments.

A concert of the Victoria Symphony Orchestra entertained guests one evening in Government House. The choirs of Glenlyon-Norfolk School and the Victoria Citadel Band of the Salvation Army performed at the traditional Christmas carol concert.

Tours of Government House involved 29 groups totalling 1,945 visitors, primarily elementary and secondary school students. Among them were young visitors to British Columbia sponsored by Open House Canada.

Protocol and Special Services

Matters of protocol and precedence are the responsibility of the Protocol and Special Services Branch, which serves all levels of the provincial government and members of the consular corps in Vancouver. The branch plans and executes visits to the province by the Sovereign, the Governor General, members of the Royal Family, heads of state and government, high commissioners, ambassadors, and other distinguished people. The Branch also plans and executes state and provincial ceremonies and arranges government-sponsored meal functions.

Visitors

1986 was a busy year for Government House and Protocol and Special Services Branch. Royal visitors to Government House included Princess Margriet of the Netherlands, Prince Harald and Princess Sonja of Norway, Prince Albert and Princess Paola of Belgium, Prince Sultan Bin Salman Bin Abdul Aziz Al-Saud of Saudi Arabia, Prince Maha

Vajiralongkorn of Thailand, Prince Mohiyuddin Baluch of Pakistan, King Taufa'ahau Tupou IV and Queen Halaevalu Mata'aho of Tonga.

The Prime Minister of Great Britain, the President of Italy and the Vice-President of the United States of America were among the distinguished officials whose visits were expedited by Protocol and Special Services staff.

The branch serves the public in addressing specific protocol concerns and in guiding visitors through the Legislative Buildings. It is responsible for the Tour Guide and Precinct Information Program and the Congratulatory Messages Program and administers the Queen Elizabeth II British Columbia Centennial Scholarship.

Requests for congratulatory messages for special birthdays and wedding anniversaries totalled 3,115. The Queen, the Governor General, the Prime Minister, the Lieutenant Governor, the Premier and members of the Legislative Assembly fulfil these requests.

A total of 3,385 guided tours showed 157,448 visitors the British Columbia Legislature, an increase from the previous year of 44,940 visitors. In August alone, 56,164 people visited the Legislative Buildings. Organized tours included 39 V.I.P. groups, 151 Chinese, 125 French, 119 American, 34 German, 12 Japanese and 4 Spanish groups.

Royal Visit

British Columbia was favoured with a visit by Their Royal Highnesses The Prince and Princess of Wales from April 30 to May 7, 1986. Their Royal Highnesses opened EXPO 86 and visited Victoria, Nanaimo, Vancouver, Kelowna, Kamloops and Prince George.

Protocol and Special Services and Government House staff and the Ministry executive were involved in six months of preparation that involved close liaison with Buckingham Palace staff, the Department of the Secretary of State in Ottawa, the Royal Canadian Mounted Police, media organizations and other groups.

Their Royal Highnesses the Prince and Princess of Wales at the opening of EXPO 86, May 2, 1986.

Elections British Columbia (Elections Branch)

Elections British Columbia administers all Provincial plebiscites, by-elections, elections, enumerations and voter registration. Ongoing activities of the branch staff include enumerating and updating provincial voters lists, preparing and updating election forms and guides, maintaining electoral maps and legal descriptions, providing training materials and directing training sessions for all election and registration officials, and develping public awareness programs for the electorate. Election-year activities include procuring polling places and election staff, supervising polling stations and follow-up duties.

With the Ministry of Municipal Affairs and the Union of British Columbia Municipalities, the branch undertook to provide the provincial voters list as a cost-effective alternative to separate enumerations for municipal elections. Some 60 district municipalities used the provincial list.

Elections British Columbia hosted the 1986 Conference of Canadian Election Officials.

General Election

The General Election of October 22, 1986, was a contest for 69 seats in the Legislative Assembly. Before the election, the Legislative Assembly had 57 Members. By amendments to the *Constitution Act*, the number of dual-seat districts increased from seven to 17, while the dual-seat electoral district of Surrey was redistributed into 3 ridings. Redistribution increased the total number of provincial electoral districts to 52.

At the time of the election, the computerized provincial voters list registered 1.77 million voters.

Lottery Grants

The Lottery Grants Branch administers grant programs financed by the British Columbia Lottery Fund, which receives the net proceeds from lottery games operated by the British Columbia Lottery Corporation. During this reporting period, provincial licence fees for bingos, raffles and casinos also became part of the fund. Funds are distributed under the direction of the Provincial Secretary and Minister of Government Services to a wide range of projects and organizations.

The branch reviews and assesses all applications for funding and refers them to the Minister for approval. All branch expenditures, including administrative costs, are recovered from the B.C. Lottery Fund.

The B.C. Lottery Fund

In 1986/87, lottery ticket sales contributed $159.3 million to the Lottery Fund. Gaming licence fees added $1.4 million.

A total of $289,521,741 was expended from the British Columbia Lottery Fund during 1986/87. The fund paid $231,337,885 to EXPO 86 as the Province's commitment to the exposition.

The Lottery Fund paid out $58,183,856 for cultural activities, health research, heritage conservation, and a wide variety of sport, recreational, and other community projects.

Fiscal 1986/87 was one of the branch's busiest years to date. Staff processed 1,580 travel assistance requests and 861 requests for capital grants. A total of 1,879 payments were made to recipients. Major expenditures were:

$10,402,602	capital grants to non-profit community groups
9,398,483	Expo Legacy projects
6,299,032	grants administered by the Ministry of Tourism, Recreation and Culture for cultural groups
8,153,579	grants administered by the Ministry of Tourism, Recreation and Culture, to recreation and sport groups and for other sports activities
3,750,000	grants to the B.C. Health Care Research Foundation
1,400,000	funds for the B.C. Heritage Trust to support heritage conservation projects
692,631	travel grants to schools and other groups.

Other expenditures that made up the Fund's balance included payments to lottery ticket distributors, costs of the Cultural Heritage Advisor's office, grants to community groups to provide Knowledge Network reception in rural areas and annual administrative costs for the Lottery Grants Branch and the B.C. Public Gaming Control Branch. (Responsibility for the latter function was transferred to the Ministry of the Attorney General during the year as part of reorganization.)

A separate annual report of Lottery Grants Branch was tabled in the Legislative Assembly, as required by law, and the branch released a 105-page report of capital and travel grants paid in 1986/87.

First Citizens' Fund

This $25-million fund, established in 1969 to encourage retention of native culture, education, community and economic development, supports projects through a six-member Indian Advisory commitee and its administrative staff. In 1986/87 the fund paid out $1,545,988 to support 86 projects, and $133,600 to maintain 206 student bursaries. The money helped build new band centres and renovate old ones, build outdoor recreation facilities and buy team uniforms, operate Native Friendship Centres, start up cottage craft industries and support many other projects.

Responsibility for the First Citizens' Fund was transferred from this ministry to the Ministry of Tourism, Recreation and Culture in November, 1986. It subsequently became the responsibility of the Native Affairs Secretariat, which now reports to the Minister of Transportation and Highways. (See that ministry's Annual Report for 1986/87.)

Government Services Division

Nine branches of the ministry supplied a range of goods and services to other ministries and public agencies and administered responsibilities assigned by the Executive Council and the Legislature. These central services are expected to be highly responsive to government needs and to operate cost-effectively.

Air Services

Air Services Branch, transferred to the ministry in the reorganization of November 6, 1986, supplies aircraft and crews to, Emergency Health Services' Air Ambulance and provides government officials with air transportation.

The branch maintains and operates five Cessna Citation fan-jet aircraft. The Citation is well suited to British Columbia's terrain and flying conditions. It can take off and land on relatively short runways, flies at 640 k/h (400 mph) and converts readily from passenger to ambulance use. Two Beechcraft King Air 200 turbo-prop aircraft round out the branch's inventory. The turbo-prop Beechcraft 200s transport passengers or convert to carry three stretchers. Flight and maintenance operations are based at Hangar 1, Victoria International Airport.

In 1986/87 branch aircraft flew 4,600 air hours transporting 6,659 passengers and 1,872 patients. Patient flights occupied approximately 60 per cent of the total air hours. Fifty-one patients were transported to or from out-of-province locations.

During EXPO 86 the branch transported many heads of state, dignitaries and their parties, Their Royal Highnesses the Crown Princes and Crown Princesses of Norway and Thailand, the Vice Governor of China and the Prime Minister of Germany among them. Its airport facilities were used for the arrival in British Columbia of Their Royal Highnesses the Prince and Princess of Wales and their departure.

The ministry began an administrative, operational and equipment review of Air Services with the purpose of updating and reducing aircraft inventory while maintaining the existing high level of service.

Vehicle Management Services

Vehicle Management Services Branch develops and administers policy regarding government transportation and manages maintenance of some 3,900 vehicles.

Policy for transporting government employees is developed through consultation with ministries and central agencies. The branch prepares the annual fleet plan and monitors it on behalf of Treasury Board.

The branch purchases vehicles on the authority of ministry requisitions, under jointly-prepared technical specifications. It licences, insures and commissions vehicles for service. Through the Vehicle Management Information System it records vehicle licences, insurance and credit card use.

Regional offices in Prince George, Kamloops, Vancouver and Victoria are responsible for vehicle maintenance. They authorize repairs by private sector service stations and audit work to ensure value for money. Vehicle repair and cost information is posted to the Vehicle Management Information System. Each ministry receives reports on costs, inventory, classification, replacement requirements and locations of vehicles.

In 1986/87, the passenger vehicle fleet had an average age of 7 years and an average odometer reading of 90 700 km. The vehicle maintenance budget, distributed among 15 ministries and agencies, was $12,500,000. Operating and maintenance costs averaged $.17 per km per vehicle. The replacement value of the fleet was $24 million.

Queen's Printer

The Queen's Printer provides printing, stationery, reprographics and related equipment and government publishing services for the Legislative Assembly, ministries and some public agencies. Operating on a revenue-dependent basis, the branch seeks to fill orders for goods and services in the most effective manner in terms of quality, service and cost and to use B.C. suppliers to the greatest practicable extent.

The branch published *The British Columbia Gazette*, legislative publications and a range of government publications. It also had a publications sales operation, including sales through subscriptions, mail ordering and a bookstore in Victoria.

The volume of business increased 11.8 per cent in 1986/87 to a record 109,855 orders processed for sales of $34.5 million. The number of supplier invoices processed increased 29.5 per cent to 36,445. The computer system installed and operational during the year assisted financial services to process the invoices.

Volume Indicators, 1986/87

	Orders	Sales $ Millions
In-house printing	16,679	6.2
Contracted printing	7,380	12.3
Stationery stores	38,974	4.7
Contracted stationery	10,846	4.1
QP Publications	35,148	2.0
Photocopier management	828	5.1
Totals	109,855	34.5

Operating efficiencies and increased recoveries combined to produce a surplus of revenue over expenditures of $756,065.08. The surplus recovery was the result of total cost recovery pricing. Savings were achieved by meeting customer needs at lower cost and by applying purchasing techniques which emphasised bulk buying and maximum supplier competition.

The value of printing contracted out to commercial printing plants on a competitive basis amounted to over $12 million, an increase of 20 per cent over 1985/86.

Stationery and office supplies orders totalling 50,000 were filled for sales of $8.8 million.

Queen's Printer publications sales grew 25 per cent to $2.0 million.

The advisory and procurement service for photocopiers and peripherals placed orders totalling $5,191,548 on behalf of government as well as schools, universities, municipalities and hospitals. The service continued to achieve considerable cost savings.

Communications Programs

Communications Programs Branch develops government policy on telecommunications, broadcasting and related fields. It also is the principal government resource in communications technology and provides information, support and grants to residential and business users, particularly in remote areas, and to the communications industry. The branch undertakes to nurture the development of British Columbia's telecommunications and broadcast industries and to provide an environment conducive to good service. The branch also administers application for tenure on some 1,500 communications sites on Crown land for the Ministry of Forests and Lands.

Responsibility for these programs was assigned to this ministry in November, 1986.

In 1986/87 the branch continued to work with other governments on a national telecommunications policy, to provide a framework for competition, jurisdiction and regulation in the provision of services. The branch also prepared a response to the Federal Government's Task Force on Broadcasting Policy report of September, 1986. Ministerial discussions with the federal counterpart began to resolve a jurisdictional dispute over non-broadcast cable services. The branch continued work with Ministry of Economic Development staff to articulate a position respecting Canada–U.S. free trade negotiations as they affect telecommunications services. Work continued with the Ministry of Advanced Education and Job Training on development of policy respecting the operation of the Knowledge Network, and with the Ministry of Tourism, Recreation and Culture on initiatives concerning film, video and recorded sound production.

Under the Program for Education and Entertainment Television Services (PEETS), the branch approved six grants worth $89,700 to assist 10 communities in remote areas to receive Knowledge Network service or improve other television services, and paid $94,419 on grants approved in earlier years.

The Branch participated in the Canadian Standards Association (CSA) Steering Committee on Telecommunications (SCOT). Standards developed under SCOT are essential for the orderly application of new technologies in an interconnect environment and directly affect B.C. manufacturers, suppliers and consumers.

Telecommunications Services

Telecommunications Services Branch provides ministries and government agencies with telephone, data, Telex, facsimile and mobile radio equipment and services. Its operations include the headquarters and main switchboard in Victoria, regional switchboards in Vancouver, Prince George and Kamloops and a telecommunications network, PROVNET, that directly connects more than 95 per cent of all government offices.

These goods and services are provided on a chargeback basis. The costs of network and other services shared by all ministries and agencies are recovered by shared chargebacks. In 1986/87 branch recoveries totalled $35,355,288.

The branch joined this ministry in November, 1986.

In 1986/87 the branch processed 4,216 requests for telecommunications services, an increase of 20 per cent over 1985/86.

Working with B.C. Telephone Company, branch staff completed final conversions to PROVNET and integrated most Victoria offices onto the Centrex system. The PROVNET design, which originally connected 45 communities, was expanded to include additional locations. Enhancements brought data transmission in and between Victoria and Vancouver up to speeds of 19,200 bits per second.

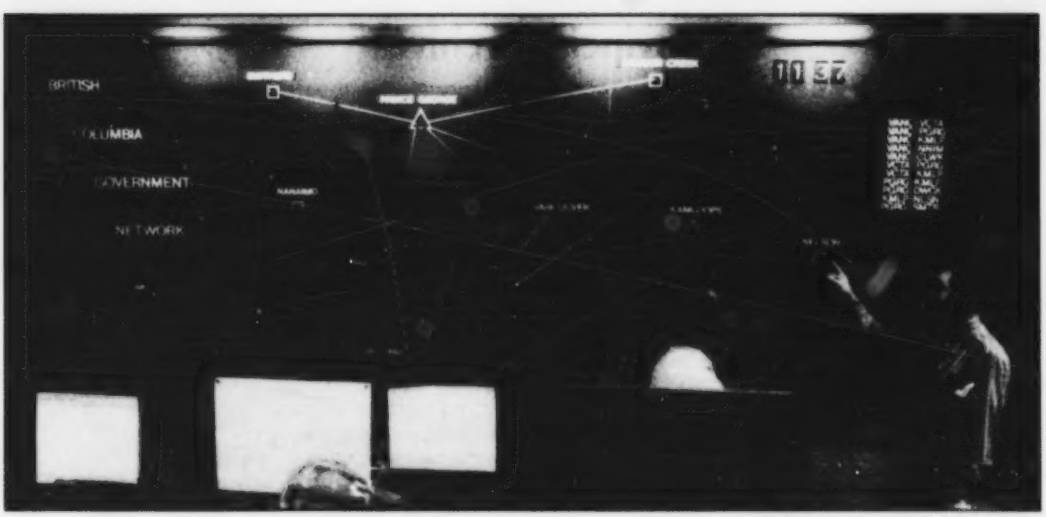
The branch continued enhancing the audio conferencing system to help cut down on travel, lodging and meeting expenses.

Branch staff, with others in the Ministry of Advanced Education and the Open Learning Institute, studied the use of PROVNET conferencing for instructional purposes. It also initiated planning and study of a compressed video teleconferencing system and of an electronic messaging and voice messaging system for improved office automation.

The branch continued to work with the B.C. Systems Corporation on DNet, the jointly-sponsored data network.

A major private-sector contract provided for upgrading of the government's facsimile network. Branch staff also studied "store and forward" facsimile machines which allow faster transfer of traffic between major centres and greater use of the network during quiet hours.

The branch became involved in Integrated Services Digital Network (ISDN) trials and analyses. These will continue for a number of years as this technology matures.



PROVNET control room, in B.C. Telephone Company's Victoria offices.

Postal Services

Postal Services Branch distributes mail throughout B.C. government ministries and in some agencies. The branch operates central processing plants in Victoria and Vancouver, seven satellite offices and a province-wide distribution and mail system. The branch also provides several special services to its clientele.

On April 1, 1986 the branch adopted the chargeback system of financing operations, as directed by Treasury Board in November, 1985. Based on the user-pay principle, the chargeback system makes each ministry accountable for its use of postal services. Previously, the branch's expenditures were financed by appropriations under the standard operating budget vote. The branch now provides its clients with a detailed monthly account of its charges for postage and special services. These accounts are settled by journal voucher.

In 1986/87 the branch recovered $16,856,023 against costs of $17,129,436. It handled a total volume of 54.5 million pieces of mail, compared with 61.4 million in 1985/86 and 53.7 million in 1984/85. The increase in 1985/86 was attributable to EXPO 86 business.

The branch continued to contract out certain services previously undertaken by Canada Post. Contracting of some house mail, domestic and international distribution is a cost-conscious measure initiated in 1985. The branch also replaced Canada Post distribution of some "householders" with its own services. The cost-effectiveness of the contracting program will be detailed in the ministry's annual report for 1987/88, the first year it was widely implemented.

The branch provides mechanized mailing services for large-volume mailouts. Prior to the provincial election the branch distributed some three million pieces of mail in two mailings to voters, one specifying where to vote, the other notifying voters that they were registered.

Provincial Archives

The Provincial Archives staff collects, conserves, organizes and makes available to the public records and documents of British Columbia's history. The archives building in Victoria houses manuscripts, government records, books, maps, photographs, paintings, drawings, audio- and videotapes and films, a conservation lab and a photo lab. The branch also operates the Emily Carr Gallery in Victoria.

Visits to the archives in 1986/87 totalled 9,146, an increase from 8,388 in 1985/86, while 2,870 researchers registered to use the facilities, eight fewer than in 1985/86.

Collections of manuscripts and government records continued to grow in 1986/87. The archivists accessioned 155 manuscript units totalling 120 lineal metres of text, 17 reels of microfilm and 139 microfiches. Important manuscript additions included the records of such professional organizations as the engineers', the foresters' and the land surveyors'. Accessions of government records totalled 146 units, occupying 508 lineal metres of shelving, and 669 reels of microfilm. Archivists appraised 508 document disposal applications and 31 records schedules referred by Records Management Branch. The archivists catalogued 131 manuscript units and 67 government record units.

The library added 1,004 books, pamphlets and pieces of ephemera and 5,124 microforms to its collection, which now totals 43,297 titles in 61,085 volumes. Staff catalogued 1,250 titles. Ninety-two units of maps and plans were accessioned and 432 map titles, comprising 712 sheets. The library's reference service handled 146 telephone inquiries, 261 letters and 411 visits by researchers.

Public use of the archives' visual records holdings increased to 1,537 visits from 1,441 in 1985/86, and replies to written requests were up to 856 from 704. The sale of photographic prints and photocopies produced a revenue of $18,589. The archives loaned 44 paintings, drawings and photographs to institutions.

Sixty-five audio material accessions included 631 audio tapes and 69 discs. In 75 accessions of video recordings were a total of 250 videotapes. Forty film accessions added an extraordinary 875,000 feet of film to the holdings, including 500,000 feet transferred from Government Information Services. Sales of publications and copies of recordings earned $4,725.

The staff-written book *Voices: A Guide to Oral History* (1984) generated sales from as far away as the Solomon Islands.

The archives' conservation lab treated 27 watercolours and drawings, eight cased photographs, one large oil painting, 83 manuscripts and eight maps. The branch negotiated and supervised contracts for treatment of 18 rare books and 222 watercolours, oil sketches and pencil sketches.

Reorganization of photo lab procedures increased production substantially. Completed orders increased to 760 (versus 620 in 1985/86), producing 7,185 prints and 3,614 copy negatives.

Emily Carr Gallery mounted two exhibits, which were viewed by 33,595 visitors. Sales of reproduction prints produced revenue of $23,359.

From the Archives' Ocean Falls photo collection, one of several acquired in 1986: permanent houses on Second Street, dated May 14, 1911.

PABC HP97931

Public Documents Committee

The Public Documents Committee supervises the retention and disposal of government documents. Membership includes the Provincial Archivist and Comptroller General (both ex-officio under the *Document Disposal Act*) and representatives of B.C. Systems Corporation, the Ministry of Attorney General, the Office of the Auditor General and the Records Management Branch of this ministry. The Provincial Secretary and Minister of Government Services is responsible for the Act. On some document disposal matters the committee reports to the public accounts committee of the Legislative Assembly.

The committee held nine meetings in 1986/87 and approved 541 document disposal applications and 119 records schedules.

Records Management

Records Management Branch establishes standards for the systematic control of creation, use, retention, disposal and preservation of government's recorded information in all forms, in accordance with the *Document Disposal Act*. The branch maintains a policy framework to ensure the accountability of ministries for the integrity, security and effectiveness of records management. It advises, assists and trains ministries in maintaining efficient records management and micrographic systems and establishes life-cycle schedules for both administrative and operational records. It also provides cost-effective storage, retrieval and disposal services for ministries' semi-active and inactive records.

A government-wide records management policy was published in Treasury Board manuals in 1986: *Government Management Policy Summary* (section I.17) and *General Management Operating Policy* (chapter 3.5). These specify the responsibilities of ministries and Records Management's roles in establishing standards. Ministry records officers (MROs) are the primary links between the ministries and this branch.

Two new advisory groups established in 1986/87 were the forms management group, a forum for exchanging information about forms design standards, and the records management training advisory committee, which provides user and training officer input into the development of the branch's training program.

The branch issued a second edition of the Administrative Records Classification System (ARCS) in March, 1987 for use as a records classification system in retaining or disposing of finance, personnel, buildings and facilities, equipment and supplies and general administration records. ARCS schedules about 15 per cent of government's records.

The branch's records analysts assisted several ministries with comprehensive records management projects: Education, Energy, Mines and Petroleum Resources, Finance and Corporate Relations, Health, Environment and Parks and this ministry. Special projects to schedule the operational records of Land Titles Offices, Legal Services Branch, the Motor Vehicle Department and the Registrar of Companies continued with branch participation.

Records disposals supervised by the branch continued to increase dramatically. Since the branch's establishment in 1982, more than 120,000 records storage boxes (1 cu. ft. each) have been processed for destruction or transfer to the Provincial Archives, avoiding an estimated $1.2 million in costs of space, equipment and supplies.

Records Schedules and Disposals

	1986/87	1985/86
Schedules and disposals	1068	676
Ministries	17	17
Volume of records (cubic metres)	1331	1160

The branch's records centre services program — the only fully-privatized records storage, retrieval and disposal service in Canada — expanded to all ministries and government locations in the province in 1986/87.

Records Centre Services Activities

	1986/87	1985/86
Total extent (cubic metres)	2296	1179
Transfers in	1117	696
Disposals	156	63
Retrival actions	15,068	7117
Costs avoided	$407,000	$322,000

The branch's micrographic service unit continued to expand the use of private micrographic service companies to meet ministries' filming requirements. Four of 29 in-house microfilm production sites were closed in 1986/87, and the number of contracts increased.

Risk Management

Risk Management Branch co-ordinates the identification and treatment of the risks of accidental loss, the purchase of insurance and the administration of claims government-wide. It also develops government policy and procedures on risk management.

Government policy on risk management was approved in January 1987, and the branch received its mandate. The branch established an executive contact in each ministry and began guiding ministries in risk identification and analysis, introducing risk management concepts with a slide presentation videotape. Staffing reached approved levels. The branch began purchasing all government insurance.

The branch worked with the Ministry of Health to develop a long-term plan for the continued self-insurance of hospitals in the province. The outcome was the formation of the B.C. Health Care Risk Manage-

ment Society to act as a vehicle for funding, claims administration, risk control and loss prevention. The program resulted in cash savings of about $9 million for the hospitals program.

Similar liaison with the ministries of Education and Advanced Education and Job Training resulted in a self-insurance scheme for schools, colleges and institutes, implemented on March 1, 1987. The scheme includes self-insurance for property and liability risks. The branch also provided advice to the Union of B.C. Municipalities in its investigation of a self-insurance reciprocal program.

Throughout the year branch staff responded to numerous inquiries and problems from various ministries and public bodies.

Administrative and Support Services

Four branches of the ministry support the operations of the Legislature, Speaker's Office, Premier's Office, Executive Committee and this ministry's branches.

Administrative Services

Administrative Services Branch develops and maintains programs supporting the ministry's operations and special projects.

In 1986/87 the branch's staff were involved in a major replan of the Legislative Buildings, including furnishings, as part of its responsibility for ensuring that accommodations are appropriate for various groups.

A ministry training program in records management, sponsored by this and Records Management branches, was well received. The branch continued to implement its records management program.

The branch undertook a thorough inventory of ministry assests. More than 1,600 items were re-cycled within the ministry or disposed of through the Purchasing Commission, Ministry of Finance and Corporate Relations.

Administrative Services coordinated the implementation of the ministry charge-back system for postal services, which started on April 1, 1986.

Administrative Services administers the Provincial Employee Community Services Fund, which provides government employees the opportunity to contribute to charitable organizations through payroll deductions or one-time donations. Pledges this fiscal year totalled $491,799, an increase of $6,048 over the previous year.

Computer Systems

Computer Systems Branch (formerly Management Information Systems Branch) assists ministry managers to improve programs and productivity through the application of computer-based tools. In addition to serving this ministry, the branch provides computer support and staff assistance to the Parliament Buildings. The branch's core staff (11 full-time employees in 1986/87) is augmented by B.C. Systems Corporation employees (7 FTEs) and from the private sector (average of 14 FTEs).

In 1986 the branch produced a Systems Development Guide, documenting policies and procedures for meeting expectations outlined in the Information Systems Management Framework issued by Treasury Board.

The branch enhanced computer systems supporting the Premier's Office, Speaker's Office and Executive Council offices, resulting in improved productivity and quality of information.

The new voters list system developed for the Elections Branch proved beneficial in the 1986 provincial election. The system provided a shorter time frame for voter registration and more effective distribution of voters lists and notices.

When Government Agents Branch joined the ministry, Computer Systems reviewed its requirements in order to improve services to the public and access to information. A new revenue management system was piloted in the Stewart, Terrace and Kamloops government agents' offices.

Computer Systems developed aircraft and crew scheduling systems for Air Services Branch and enhanced the cost chargeback system for Telecommunications Services Branch.

Financial Services

Financial Services Branch provides ministry branches, the Office of the Premier and Office of the Speaker of the Legislative Assembly with a range of financial services, including budgeting, accounting and payroll administration. It is the comptroller's responsibility to ensure that these clients comply with the *Financial Administration Act*, with sections of other statutes and with Treasury Board directives and those of other central control agencies that regulate government expenditures.

Government reorganization in November, 1986 required major adjustments to administrative and financial procedures, budgets and controls. Integrating the financial requirements of new programs with existing systems required the special attention of branch staff.

The branch, with no increase in staff, processed significantly more documents than in the previous year, by increasing efficiencies, improving computer technology and reassigning duties.

Documents Processed

	1986/87	1985/86
Cheque vouchers	41,500	33,700
Payroll forms	18,300	13,200

The staffing requirements and expenses connected with the general election of October 22, 1986 were largely responsible for the increases. Employee travel related to protocol functions under the EXPO 86 Official Visits Program contributed to an 11 per cent increase in travel expense claims.

Personnel Management

Personnel Services Branch provides complete, comprehensive personnel services to the ministry, the Office of the Speaker and Office of the Premier to enable them to fulfil their personnel management responsibilities.

The branch's role has changed from one of regulating and controlling personnel initiatives to one of providing advice on, and clear, consistent solutions to, personnel issues.

Branch activities in 1986/87 were largely directed to co-ordinating the redeployment of staff resulting from government restructuring.

Staff continued to operate a five-year program of courses to develop management skills.

The Personnel Management Information System enhanced the branch's access to information for personnel decision-making and planning.

Development began on a new leave management system to simplify the recording and control of employee leaves. The system will also enable management to better monitor and control leave benefits.

Government Agents and Information Services

Government Agents

The Government Agents Branch maintains offices in 61 communites to provide the public with a wide range of government services, including revenue collections, disbursement of government funds and dissemination of information about government programs. Government agents also deliver numerous programs and services on behalf of ministries and agencies. In many places they also fulfil certain statutory roles, including Registrar of Voters, Provincial Collector of Taxes, Gold Commissioner, District Registrar of Births, Deaths and Marriages and Commissioner for Taking Affadavits. They are senior representatives of the provincial government in their communities. The branch does not administer any programs of its own.

Responsibility for the Government Agents Branch was transferred to this ministry from the Ministry of Finance and Corporate Relations in November, 1986. Branch activities are detailed in the Annual Report of that ministry for 1986/87.

The branch's priority in this ministry is to help the public better relate to the provincial government by providing information and assistance and by serving as a catalyst for problem-solving. Following reorganization, the Premier identified as a priority task the enhancement of government agent services to communities they serve. The issue was studied intensively, and Government Agents distributed a questionnaire soliciting public preferences for services to be provided.

Government agents' offices increasingly provide more computer access to government databases, greater community involvement and a proactive stance in providing public information about government programs.

The branch's work increased substantially in 1986/87, as indicated by the following statistics, which include transactions completed by sub-issuers acting on Government Agents' behalf. (Comparative figures are for the 1985 calendar year.)

Work Completed

	1986/87	1985
Financial transactions		
by government agents	660,388	557,600
by sub-issuers	979,281	901,000
Value of transactions		
by government agents	$119.4 M	$106.4 M
by sub-issuers	$146.5 M	$121.1 M
Cheque disbursements by government agents for purchases	118,223	108,100
Value	$150.7 M	$159.4 M

The branch developed a Government Agents clerk training program to provide standard, competency-based training at minimal cost. The Government Agents trainee program was revamped to reflect long-term operational needs.

The branch studied new community involvement services and supported local employment initiatives.

A pilot project in the Dawson Creek and Prince Rupert Government Agents' offices provided public access to Ministry of Forests and Lands' Crown Land Registry Information database.

The branch struck new protocol agreements with Consumer Taxation Branch, Ministry of Finance and Corporate Relations, the Development Division of the Ministry of Tourism, Recreation and Culture and the Vital Statistics Division of the Ministry of Health.

Government Agents in British Columbia

Government Agents Services
On Behalf of Ministries and Agencies

	FOR	MINISTRY
Registers voters Accepts mail Supplies program information to the public Assists in staff recruitment and selection Serves as strike vote observer	Elections B.C. Postal Services Gov't Information Services Gov't Personnel Services Labour Relations	Provincial Secretary and Government Services
Receives and administers rural property taxes Delivers vendor information programs and controls delinquency on late payments Establishes courts for hearing appeals of rural property tax assessments Processes moves and transfers of mobile homes Conducts lien and company searches Assists with mediation of landlord-tenant disputes	Surveyor of Taxes Consumer Taxation Courts of Revision Mobile Home Registry Central Registry Residential Tenancy	Finance and Corporate Relations
Processes registrations and licences Receives payments and provides status of accounts	Vital Statistics Medical Services Plan	Health
Issues electrical and gas permits	Safety Engineering Services	Municipal Affairs
Records and maintains claims and leases	Mineral Titles	Energy, Mines and Petroleum Resources
Sells and controls licences and issues permits Sells maps and air photos	Fish and Wildlife Maps B.C.	Environment and Parks
Processes motor vehicle and Drivers licences (six offices)	Motor Vehicle Department	Transportation and Highways
Assists in court registry and fines collection	Court Services	Attorney General
Sells commuter tickets Sold passports and passes		B.C. Ferries Corp. EXPO 86

Government Information Services (Public Affairs Bureau)

Government Information Services (GIS) is responsible for designing and developing all major government information, advertising and marketing initiatives and for ensuring consistency in the government message.

The branch ensures, through budget controls and liaison with ministry information directors, that information programs conform to Cabinet direction and are consistent with government policies.

In 1986/87 GIS worked closely with cabinet committees and with all ministries to develop information and advertising packages, with special attention to economic development initiatives in the Expo and post-Expo period and to education and employment incentive programs.

GIS was involved in promotions and special events at the B.C. Pavilion of EXPO 86 and in the Rick Hansen Homecoming.

GIS supervised production of a wide range of information on behalf of ministries, and continued to produce *Provincial Report*, which is distributed regularly to all households in B.C.

Downsizing through transfers, severences, resignations, retirements and the consolidation of the branch's services in one location reduced its staff 50 per cent during 1986/87.

Government Personnel Services Division

Government Personnel Services Division (GPSD) is government's corporate personnel body. Under the authority of the *Public Service Act* and the *Public Service Labour Relations Act*, GPSD provides the framework for personnel management government-wide.

Government Personnel Services Division provides support to personnel services staff in all ministries. It also advises government and implements its personnel policies. The division's third responsibility is to coordinate government labour relations and negotiate collective agreements with some 36,000 unionized workers and 3,800 management employees.

GPSD was formed in 1984 to replace the Government Employee Relations Bureau. The province's *Public Service Act* was rewritten in 1986 to establish Government Personnel Services Division formally and lay out ministerial responsibilities for personnel management. The Act was proclaimed on March 2, 1987.

The division's ongoing priorities are to adapt personnel policies to current government objectives, develop an effective agency to advise government on labour relations issues, and to create an administrative centre for collective agreement negotiations and contract interpretation.

(This is the division's last report under this ministry. For 1987/88, refer to the annual report of the Ministry of Energy, Mines and Petroleum Resources.)

Policy and Research

Policy and Research Branch develops government-wide directives on personnel policies. The branch develops terms and conditions of employment for non-bargaining-unit employees for Treasury Board approval. Branch staff provide costing and other information in support of negotiations, policy and program development. It maintains central personnel information systems and produces monitoring reports on various personnel matters. The Executive Personnel Management Advisory Committee (EPMAC) provides guidance in the development of policies.

Staff time was heavily committed to developing policies required for the proclamation of the new *Public Service Act* and to consolidating existing personnel policies. Subjects for policy development included career opportunities, substitution, salary administration for excluded employees and personal harassment.

Pursuant to provisions of the revised *Public Service Act*, the branch published the Personnel Management Policies and Procedures Manual, to provide a single reference for all personnel policies and procedures not contained in collective agreements.

The branch developed rates of compensation for management employees, locally engaged employees and salaried physicians. The branch also amended the non-negotiated terms and conditions of employment for excluded employees and benefits for foreign service employees.

Labour Relations

Labour Relations Branch develops the corporate labour relations strategy that ensures government's objectives are met. The branch represents government in all negotiations, arbitration hearings and collective agreement administration.

In 1986/87 the branch negotiated master agreements with three employee groups, the British Columbia Government Employees Union (B.C.G.E.U.), the Professional Employees Association and the Government Nurses.

The branch consulted with various public sector and related organizations, and assisted with negotiations involving fee-for-service doctors and forensic pathologists. Branch staff chaired and concluded negotiations with ambulance personnel, with the Emergency Health Services Commission and with salaried and sessional physicians.

Approximately 800 grievances were filed at the Labour Relations Board. Some 25 proceeded to formal arbitration, and 350 were designated for expedited arbitration.

Acquisition of additional management exclusions remains an ongoing priority of the branch. From January 1, 1985 to March 31, 1987, exclusions totalled 539, either negotiated from the bargaining units or declared under Bill 56. At year-end 37 files, affecting 252 positions, were outstanding.

The branch provided 21 briefing sessions to 1,300 managers and supervisors concerning the interpretation and application of recently-negotiated collective agreements. Staff prepared a contract interpretation manual for the B.C.G.E.U. master agreement.

The branch provides specialist services for the negotiation and implementation of work initiatives. A backlog of disputes has developed and, with the introduction of new hours-of-work arbitrator, increased activity in this area has resulted in the branch being involved in arguing difficult and contentious disputes with the unions.

The branch represented the employer in four classification matters that proceeded to formal hearing before the classification referee.

Program Services

Program Services Branch implements and communicates policies and procedures, assisting ministries to achieve government's personnel management goals. The branch also provides ministries with technical expertise and advice, represents the government interest to other organizations and performs centralized administrative tasks.

In 1986/87 the branch established a public service rehabilitation committee and review process to facilitate the return to work of employees who have been ill or injured. In concert with the B.C.G.E.U. the branch established an employee assistance program to provide confidential professional assistance to employees and their families in resolving personal problems that affect their job performance. The

branch began developing training programs for the classification appeal process, for recruitment and selection and for performance planning and review.

An inter-ministry management development program, piloted in 1986/87, will foster broader-based management skills in the public service.

The branch provided advice to ministries on use of the new Personnel Management Policies and Procedures Manual.

Job evaluation plans for heritage resource workers and environment resource technicians moved to the final development stage. Implementation is projected for late fiscal 1987 or early 1988. The administrative officer plan reached the negotiation stage with the B.C.G.E.U. Staff revised the research officer/economist plan, and an inter-ministry committee initiated a review of the laboratory technician/scientist series.

The branch developed job evaluation standards for the positions of dental hygienist, probation officer and industrial warehousing trade and sign fabricators.

The first competency-based selection standards were developed for the administrative officer plan.

The tabloid *Postings*, published by the branch, advertised a total of 3,082 postings. The bi-weekly publication circulates throughout the public service, to Government Agents and to Canada Employment Centres.

Superannuation Commission

The commission and its three branches are responsible for nine public sector pension plans, valued at $8.39 billion, and for the employee benefit plan for public service and certain Crown corporation employees.

The Superannuation Commission also provides government with advice on issues of public sector pension plan design and funding, private sector pension benefit standards legislation and such universal plans as Canada Pension Plan. The Commission gives special attention to documenting the policies and procedures it follows to ensure effective management of the funds.

Benefits and Policy

Benefits and Policy Branch administers the pension and employee benefit programs. Staff research, design and interpret policy and legislation. They also calculate and pay monthly pension benefits and lump sum refunds, administer the employee benefits available to public service employees and counsel employees considering retirement.

In 1986/87 nearly 3,500 new pensions were initiated and 9,080 refunds processed for terminated employees. The branch held 35 seminars for 2,182 public service employees and their spouses and held 13 group discussions in the field. On field trips staff also conducted more than 1,263 personal interviews with other contributors. To meet increasing requests for oral presentations, staff was provided with training, which was evaluated prior to delivery.

Pensioners were encouraged to use the Electronic Funds Transfer (EFT) method of payment, to reduce administrative and postage costs. By year end, 83 per cent of all pensioners received their monthly payment by EFT. The branch also encouraged them to return a completed annual declaration form, which it uses as proof of existence and re-employment, and devoted additional resources to processing the documentation.

The branch revised literature for the Teachers' Pension Plan and distributed it to plan members with their annual contributor statements. The statement was revised to include members' pensionable service with a "B.C. Family of Plans" employer.

An automated system was designed to produce T-4 slips to itemize taxable medical benefits of long-term disability recipients. Another new system posted salary, service and contributions for MLAs. In future it will prepare pension estimates.

Finance

Finance Branch accounts for the transactions of nine pension funds, two long-term disability funds, the provincial government employees' benefits programs and the commission's administrative budget. The branch also budgets for and monitors expenditures and revenues, forecasts cash flows and reports on the commission's financial position.

During fiscal 1986/87, 619 employers remitted contributions to the pension funds on behalf of 160,000 employees. The branch also maintains records on almost 30,000 former public sector employees who

have left their funds on deposit to protect a future benefit right. Almost 39,000 persons received pension benefits.

Continuing a program of reviewing, modifying and documenting the commission's financial policies and procedures, the branch published the Superannuation Commission Policies and Procedures Manual in March, 1987.

A microcomputer-based cash management system helped staff improve monitoring of cash balances. This initiative, coupled with the banks' daily provision of cash balance printouts, allowed the commission to reduce the cash float and improve investment earnings of the pension funds.

Procedures for processing Long-Term Disability Rehabilitative Employment payments were put in place in the commission and with ministries, with instructions to encourage conformity in processing payments.

Budgeting was improved to provide per-unit or per-program costs for all major activities or expenditures. This information enabled the commission to determine budgetary costs under changing criteria with greater accuracy, and reduced the time needed to produce the commission's budget for the annual Estimates.

The branch continued to improve internal control of pension benefits processing. Redesigned forms improved the recording of transactions, and additional reconciliation procedures accounted more accurately for new processing requirements.

Information Management

Information Management Branch supports the commission's operations by applying technologies to maintain accurate, complete records of all financial and administrative accounts.

Many of the branch's systems projects were broadened to achieve significent labour savings or to improve financial controls.

Staff undertook a major review and reorganization of the Universal Contributor System, to provide for continued growth in field size and additional user requirements and to change some system optimizers. Improved data reporting assisted in the preparation of statistics for annual reports and in overall system controls. Improvements in pension calculations assisted in reducing clerical workload.

A subsystem added to the Pension Payments System reconciles medical coverage records with Medical Services Plan records. This addition saved two worker-weeks of manual verification and improved its accuracy. The commission initiated a rewrite of the 12-year-old system, which has reached its capacity. With a general requirements definition and Treasury Board approval, the branch began designing an on-line pension information and payments system.

A survey of cost-effective technologies revealed that the IBM MVS-based mainframe architecture, as provided by B.C. Systems Corporation, will best meet the commission's future needs.

Appendices

Acts Administered by the Ministry

- Blind Persons Contribution
- British Columbia Day
- British Columbia Buildings Corporation
- Captain Cook Bi-Centennial Commemoration
- Constitution
- Document Disposal
- Dogwood, Rhododendron and Trillium Protection
- Douglas Day
- Election
- Emblem and Tartan Act
- Indian Advisory
- Inquiry
- Klondike National Historic Park
- Legislative Assembly Allowances and Pension
- Lottery
- Ministry of Provincial Secretary and Government Services
- Ministry of Transportation and Highways (s. 59)
- Pension Agreement
- Pension (College)
- Pension (Municipal)
- Pension (Public Service)
- Pension Society
- Pension (Teachers)
- Public Sector Restraint
- Public Service, except sections 2 & 3
- Pension Service Benefit Plan
- Queen's Printer
- Scholarship
- Telephone (Rural)
- Vancouver Centennial Celebration

Ministry Staffing

Full-time Equivalent (FTE) Employees, March 31, 1987 by Division and Branch

Minister's office		5
Executive		15
Administrative and Support Services		64
Administrative Services	11	
Financial Services	26	
Computer Systems	11	
Personnel Services	13	
Unallocated	3	
Provincial Secretary's Programs		78
Government House	4	
Protocol and Special Services	11	
Elections	57	
Lottery Grants	6	
Government Services		452
Air Services	58	
Communications Programs	10	
Telecommunications Services	53	
Postal Services	92	
Queen's Printer	145	
Provincial Archives	41	
Records Management	21	
Risk Management	5	
Vehicle Management Services	27	
Government Personnel Services		80
Government Information Services		55
Government Agents		282
Superannuation Commission		107
Public Service Commission		3
Total		1,369

Ministry Accounts

1986/87 Expenditures by Program
(1987 $)

Total			366,649,782	
Minister's office			192,457	
Ministry operations			59,752,929	
Administrative and Support Services		11,993,179		
Executive	818,271			
Administrative Services	2,945,866			
Financial Services	735,348			
Computer Systems	2,428,187			
Personnel Services	511,364			
First Citizens' admin.	16,778			
Legislative Support Services	4,537,365			(1)
Provincial Secretary's programs		6,297,680		
Protocol and Special Services	3,490,491			
Government House	308,941			
Elections administration	2,370,146			
Lottery Grants administration	5			(2)
Public Service Commission	128,097			
Government Services		12,912,665		
Air Services	7,449,868			
Vehicle Management Services	1,130,508			
Communications Programs	643,034			
Telecommunications Services	0			(3)
Postal Services	273,413			(4)
Queen's Printer	0			(5)
Provincial Archives	2,012,468			
Records Management	1,188,938			
Risk Management	214,436			
Government Personnel Services		5,497,688		
Government Agents		12,614,066		
Government Information Services		10,437,641		
Superannuation administration		10		(6)
Contributions to pensions and employee benefits			6,787,437	(7)
Election expenses			9,909,196	
Lottery Fund disbursements			289,521,741	(8)
Other			486,022	(9)

Notes to Ministry Accounts:

(1) Legislative Support Services

Transferred to Cabinet Secretariat, Ministry of Intergovernmental Relations, on November 6, 1986.

(2) Lottery Grants administration

expenditures	$1,303,780
less recoveries	1,303,775
net administration cost	5

(3) Telecommunications Services

expenditures	$35,355,288
less recoveries	35,355,288
net	0

(4) Postal Services

expenditures	$17,129,436
less recoveries	16,856,023
net	273,413

(5) Queen's Printer

expenditures	$6,500,891
less net recoveries	7,256,956
net surplus	756,065

(6) Superannuation administration

expenditures	$4,437,300
less recoveries	4,437,290
net	10

(7) Contributions to pensions and employee benefits

total contributions	$183,565,423
less recoveries	176,777,986
net contributions	6,787,437

(8) Lottery Fund disbursements

to EXPO 86 Corporation	$231,337,885
to lottery grants	58,183,856
Total disbursements	289,521,741

(9) Other expenditures include appropriations under the *Inquiry Act* and *Financial Administration Act*, and miscellaneous transfers under the *Constitution Act*.

Crown Corporations

The Provincial Secretary and Minister of Government Services is responsible to the Legislative Assembly for the operation of two Crown corporations, the British Columbia Buildings Corporation and the British Columbia Lottery Corporation. Both publish Annual Reports.

Public Service Commission

The Public Service Commission hears appeals based on the application of the principle of merit to appointments with the public service. The commission's mandate became effective with the proclamation of the *Public Service Act* on March 2, 1987. Three persons were appointed to the commission by order-in-council on December 31, 1986, and regulations were enacted covering the appeals procedures.

From March 2 to March 31, 1987, the commission heard 17 appeals. Decisions were pending on eleven, three were ruled untimely, two were withdrawn and one was denied.

Queen's Printer for British Columbia©
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